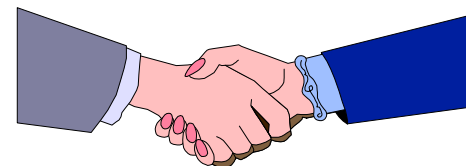


Questions?
You can contact us at:

OFFICE OF CITY AUDITOR
SEATTLE, WASHINGTON

Control Self Assessments

Facilitated Workshops



SUSAN COHEN, CITY AUDITOR

Telephone: (206) 233-1093

Email: susan.cohen@ci.seattle.wa.us

DAVID G. JONES, DEPUTY CITY
AUDITOR

Telephone: (206) 233-1095

Email: davidg.jones@ci.seattle.wa.us

LINNETH RILEY-HALL, ASSISTANT
CITY AUDITOR

Telephone: (206) 233-0088

Email: linneth.riley-hall@ci.seattle.wa.us

SCOTTIE VEINOT, ASSISTANT CITY
AUDITOR

Telephone: (206) 233-1094

Email: scottie.veinot@ci.seattle.wa.us

Office of City Auditor



700 Fifth Avenue, Suite 4090
Seattle, WA 98104

Phone (206) 233-3801

Fax (206) 684-0900

Website: cityofseattle.net/audit

***“If people don't participate in and
'own' the solution to the problems or
agree to the decision, implementation
will be half-hearted at best, probably
misunderstood, and more likely than
not fail.”***

Sam Kaner

CONTROL SELF ASSESSMENT FACILITATED WORKSHOPS

In this audit process an employee team meets with auditors to hold structured discussions on how to achieve its objectives in the most efficient and effective way. Action plans, rather than a formal audit report, are developed to address any obstacles to the objective(s). During these sessions, the employee team provides expertise on its work, while the auditors contribute analytical and facilitation skills to guide the discussion.

- Examples: Seattle Public Utility Real Property Services and Municipal Court Public Services.
- Primary customers: program managers.
- Distribution: program managers. High level summaries may be provided to Department director, City Council, and/or Mayor's Office.

WHAT IS CONTROL SELF ASSESSMENT (CSA)?

Control Self Assessment is:

- A facilitated proactive review of a work group's objectives and work processes;
- A means for a work group to assess its work processes and to develop action plans to improve those processes;
- A means by which a work group can realize its objectives and assess the likelihood that objectives will be achieved.

WHY USE CSA?

A Control Self Assessment:

- Taps the wisdom of the "experts", the people who do the work;
- Helps get at "soft controls";
- Can improve your office's relationship with the auditee;
- Fosters greater buy-in to the action plan developed.

WHAT MAKES A SUCCESSFUL CSA?

- Support from the workgroup's management.
- Clear, concise objectives for the workshop.
- Participation by the employees closest to the operations under review.
- Schedule sufficient time for the workshop.
- Set ground rules for the workshop.
- Report workshop results to participants and management in a timely manner.
- Use appropriate technology: Let your work group and objectives determine whether you go "low-tech" or "high-tech".
- Learn from your prior mistakes.
- Prepare, prepare, prepare.
- GOOD FACILITATION SKILLS ARE A MUST!!!